1508 - INFORMATION TECHNOLOGY SPECIALIST I

NATURE OF WORK

This is work in programming and analysis, in a management systems and telecommunications environment. Perform and/or assist in the programming and implementation of new systems in a variety of subject matter fields, as applicable to the automation of City functions. Employees in this classification are responsible for data gathering, identifying problems and defining solutions, documentation, translating program requirements into record layouts and process flow diagrams, and presenting findings and specifications, verbally and in writing.

ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES

Participates in fact finding interviews to gather information; applies current state-of-the-art technology to effect solution of problems; arrives at design objectives and requirements.

Provides help to users by manning the user support desk.

Checks programs and systems to make sure they meet shop standards.

Provides training to users by teaching classes.

Becomes acquainted well enough with all City software packages as to be able to help a user in need.

Enforces shop standards for programs, procedures, etc.

Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of state-of-the-art computer hardware.

Knowledge and practical experience with software development, methodologies and techniques, including programming languages and software packages.

Knowledge of application software development, methodologies and techniques, including programming languages and software packages.

Knowledge of basic governmental accounting and operational procedures, or the ability to rapidly acquire such knowledge.

Ability to comprehend, analyze, and interpret functional organizational and procedural problems, and to make alterations in existing systems.

Ability to design, install and test systems, and to evaluate their effectiveness.

Ability to develop flow charts and diagrams, devise work flow sequences, and prepare complex cost analyses and reports.

Ability to communicate effectively, both verbally and in writing.

Ability to establish and maintain effective working relationships with departmental and other City employees.

MINIMUM REQUIREMENTS

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Associate degree in Computer Science, Management Information Systems, Business or Accounting. Experience may substitute for education on a year-for-year basis. Experience with help-desk support or PC installation and repair. Extensive experience with packaged PC software including: MS Office, MS 3.1 and 95, and Word Perfect. Experience working in a LAN-attached environment. Good oral and written communication skills. Excellent follow-up and organization. Excellent customer service skills. Good knowledge of current PC hardware and software. Past experience working in a Amainframe-attached≅ environment. **DESIRES:** Experience with MS NT and Novel on desktop PCS. Experience with LAN servers and Novel and NT LAN operating systems. Past experience with vendors in purchasing PCS. Past experience writing newsletter or documentation. Past experience training users. Experience with telephone and/or radio equipment. Past experience with UNIX or other ALarge-system≅ operating system. Experience with terminal-emulator products.

PHYSICAL REQUIREMENTS

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of the telephone and personal contact. Physical capability to effectively use and operate various items of office related equipment, such as, but not limited to, word processor, calculator, copier, and fax machine. No significant standing, walking, moving, climbing, carrying, bending, kneeling, some crawling, reaching, and handling, sitting, standing, pushing, and pulling.

SUPERVISION RECEIVED

Supervision is received from a project manager who reviews work for achievement of desired results and conformance to departmental standards, and may provide assistance, as required.

SUPERVISION EXERCISED

None.

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